

IMPROVING PATIENT EXPERIENCE



At DTA Associates, patient experience is a passion, and helping organizations to enhance their performance in this area is a core skill of our team. DTA has proven success in helping clients attain these critical patient experience capabilities.

DEVELOPING A CUSTOMIZED SERVICE CULTURE TRAINING

DTA offers customized options, not off-the-shelf solutions, for organizations to train their staff in key principles of service and patient experience. We help you create, customize and deliver service culture training sessions that reflect your culture and the needs of your staff. We can even “train-the-trainer” to build internal capacity and help your organizational team take over the training sessions for long-term consistency, effectiveness and sustainability.

“We want the patient experience to be surrounded by a culture of service throughout the healing process. We believe this is best served by having an organic personalized approach — created from within our own hearts and minds. DTA has helped us achieve that custom approach.”

— **TOMI RYBA, PRESIDENT AND CEO, EL CAMINO HOSPITAL**

RECOMMENDING A ROADMAP FOR SUCCESS

Whether your organization has hit a wall in trying to improve patient experience scores or you’re just getting started, DTA can help you find your path to better performance. Starting with a comprehensive organizational assessment, we can customize a roadmap with recommendations tailored to your organization’s current status and future objectives.

“DTA has helped us develop strategic and tactical plans around patient experience. Not only did we have a long-term vision but they helped us build an actionable plan with incremental steps we could start implementing right away.”

— **BETHANY HYDE, MULTISPECIALTY CLINICS MANAGER, NORTH MEMORIAL HEALTH CARE**

CREATING A PATIENT & FAMILY ADVISORY COUNCIL (PFAC)

One of the greatest ways to incorporate your patients’ voices into true improvement in their experiences is through a Patient & Family Advisory Council. DTA makes it easy for you to create a PFAC starting with facilitating dialogues to determine your organizational objectives. We can then help create charters and assist with patient recruitment as well as facilitator training.



“As we developed on our plan to improve the patient experience at our health care organization, the voice of the patient was missing. While we knew this was such an important aspect of our journey to improvement, we were not sure where to start. With the help of DTA, we were able to create a very robust Patient and Family Advisory Committee (PFAC) consisting of previous patients and/or family members of patients.”

–CHERYL REINKING, CHIEF NURSING OFFICER, EL CAMINO HOSPITAL

FINDING A PATIENT EXPERIENCE VENDOR PARTNER

Evaluating the many vendor options available for administering the required CAHPS and other surveys can be a daunting, time-consuming task. DTA can help you through the entire process of vendor evaluation and selection in a compressed timeline – as short as six weeks from engagement to decision. From stakeholder interviews and organizational assessment to writing the RFP, from developing evaluation tools to facilitating onsite presentations, from checking references to making a decision, DTA can help extend your internal resources and maximize the projection of your patients’ voices. We can also assist with the implementation process if a transition decision is made. For those that want to take it to the next level, we have specific expertise working with organizations that employ an Enterprise Data Warehouse for more enhanced analysis of their patient experience survey data.

“DTA has very knowledgeable staff that have walked in our shoes and are keenly aware of the key issues and initiatives around patient experience that hospitals are working on. They were very helpful in providing roadmaps and tools to be successful after the consulting is over.”

–TRACY KIRBY, VICE PRESIDENT PATIENT CARE, NORTH MEMORIAL HEALTH CARE

MEETING OTHER PATIENT EXPERIENCE NEEDS

In addition to the capabilities detailed above, DTA offers a wide array of services geared toward improving patient experience. We provide physician and care team coaching as well as symposiums for leaders, physicians and staff on key behaviors that can impact patient experience.

“DTA helped us to shine a light on the provider/patient interaction and the importance that interaction has in the overall patient experience. It helped us take a step towards more effective shared decision-making as we care for patients.”

–JULIE S. GERNDT, MD PSYCHIATRIST AND CHIEF MEDICAL OFFICER, MANKATO CLINIC, LTD.

For more information about the services listed above or to discuss your organization’s unique needs with regards to patient experience, please contact Janiece Gray, Founding Partner, DTA Associates, Inc. Janiece.gray@dtassociates.com or 612-805-1323.